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George H. Ryan
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Leonard A. Sherman
Director

Statewide Enforcement Division



ILLINOIS DOCUMENTS

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DEPARTMENT OF

PROFESSIONAL

REGULATION

100 West Randolph Street
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Chicago, Illinois 60601

Complaint Intake Unit - 312-814-6910

General Assistance - 312-814-4500

www.dpr.state.il.us

DIVISION OF STATEWIDE ENFORCEMENT

The Illinois Department of Professional Regulation is legislatively mandated to administer and enforce 46 separate legislative acts that regulate the conduct of many professions and occupations in Illinois. Responsibility for the enforcement of these acts rests with the Statewide Enforcement Division.

INVESTIGATIONS

The majority of all licensees reside and conduct business in the Cook and collar county area, and the majority of complaints received by the agency require investigation in that region. Thus, the Enforcement Division is headquartered in Chicago. Three enforcement teams - Medical, Health Related, and General - have Chicago and Springfield offices.

The disciplinary process begins when the Department becomes aware of a complaint against a licensee. Sources of complaints include members of the public, other licensees, law enforcement agencies and other governmental agencies. Irregularities are also discovered by the agency during the course of routine enforcement activities and special enforcement programs.

Once reviewed, complaints are assigned to a Department investigator. The investigator is responsible for determining if there has been a potential violation of a licensing law, or Department rules and regulations. After developing the facts in cases where there appears to be a violation, the investigator refers the case to a prosecuting attorney.

If there is insufficient evidence to indicate a violation of the particular licensing statute, the investigative file is normally closed. The investigator also may determine facts that indicate a criminal activity that would lead to a referral to a county State's Attorney or the Illinois Attorney General.

PROSECUTIONS

Completed investigations in which there appears to be sufficient evidence of a violation are then forwarded to the Department's legal staff for review. Cases are assigned to a prosecuting attorney and may be more fully investigated, but with a focus toward filing formal administrative charges against the licensee for specific violations. If the staff attorney concludes the matter has been sufficiently investigated and there is sufficient evidence supporting the complaint, formal charges are filed. Depending upon the circumstances of the case, the Department and the licensee may enter into a negotiated agreement regarding the level of discipline to be imposed upon the licensee. Such an agreement would be reduced to writing and presented to the respective professional board or committee for its consideration. The board or committee's recommendations would then be presented to the Director of the Department for consideration and approval.

In instances where a formal disciplinary hearing is necessary, a formal complaint is drawn up and filed. The hearing is held before a Department hearing officer and at least one member of the respective professional board or committee. The hearing is an administrative law proceeding conducted pursuant to the

Illinois Civil Administrative Code, and other relevant statutes and rules.

After the hearing, the board or committee delivers to the Director its findings, conclusions, and recommendations. Disciplinary action may include revocation, suspension, probation, and reprimand. The license may also be ordered to remain in good standing. In addition, Illinois law allows for the imposition of fines for any of the professions regulated by the Department. When ordering disciplinary action, the Director often accepts the recommendation of the board or committee, but is not required to do so.

Following a final decision by the Director, the licensee has 35 days to make an appeal in circuit court under the Illinois Administrative Review Act. In some cases, an appeal may be carried as far as the United States Supreme Court.

Investigations referred for criminal prosecution have resulted in numerous criminal convictions. Criminal violations revealed and charged include unlicensed practice of various professions, theft, forgery, unlawful use of weapons, diversion of controlled substances for illegal use, and other related offenses.

HOW TO FILE A COMPLAINT AGAINST A LICENSEE

You may file a complaint against any individual or entity regulated by the Department of Professional Regulation by calling the Complaint Intake Unit at 312-814-6910, writing to the Department's Complaint Intake Unit in our Chicago office, or filing a complaint online at www.dpr.state.il.us.

Complainants will receive periodic updates on the status of the complaint as it follows the process outlined in this brochure, beginning with a letter confirming the receipt of a complaint, and ending with notification of final action.

Professions / Occupations / Entities Regulated by the Department

Acupuncture
Architects
Athletic Trainers
Barbers
Chiropractors
Collection Agencies
Controlled Substances
Cosmetologists
Dentists/Dental Hygienists
Detection of Deception
Dietitians/Nutrition Counselors
Estheticians
Environmental Health Practitioners
Funeral Directors and Embalmers
Geologists
Home Medical Equipment and Service Providers
Interior Designers
Land Surveyors
Landscape Architects
Locksmiths
Mail Order Ophthalmic Providers (contact lens)
Marriage and Family Therapists
Medical Corporations
Nail Technicians
Naprapaths
Nurses
Nursing Home Administrators
Occupational Therapists

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Physician Assistants
Podiatric Physicians
Private Alarm Contractors
Private Detectives
Private Security Contractors
Professional Boxing and Wrestling
Professional Counselors
Professional Engineers
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Speech-Language Pathologists/Audiologists
Structural Engineers
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